



IWATSUTM
VOICE NETWORKS

Enhanced Voice Applications Virtual Fax Manager

A full-featured, hosted fax management solution that provides virtually unlimited capacity for receiving, storing and forwarding fax documents. The solution simplifies fax processing by eliminating paper at the outset and improves business efficiency and customer satisfaction by providing automatic confirmations of fax receipt immediately back to the fax sender.

Powerful, Professional Inbound Fax Management

Consider the amount of time spent tracking down missing fax pages and replacing consumables. When the fax is busy or off-line, you'll never know how many orders that you've missed.

Virtual Fax Manager *increases the efficiency of handling inbound faxes, matches capacity to volume and provides a level of reliability not available with traditional fax machines.* All this without incurring capital expenditures on fax machines, fax server software and facilities or creating the need for additional human resources.

Increase the efficiency of handling inbound faxes:

- incoming faxes are received, forwarded and stored without any human intervention,
- faxes are converted to TIF files which can be routed as an e-mail attachment and included in electronic records.

Address unpredictable volumes without having to over-invest in phone lines, fax machines and supplies or lose revenue opportunities due to inadequate capacity:

- Virtual Fax Manager provides *Capacity-on-Demand* whereby customers benefit from transparent access to virtually unlimited capacity available on an ad hoc basis.

Reliability and business continuity in case of emergency:

- provides greater reliability than conventional fax machines and less maintenance than on-premise fax servers,
- continue to receive business critical faxes and orders during unforeseen disruptions.

Unparalleled Flexibility

Virtual Fax Manager is an ideal solution for:

- maintaining the capability to accept faxed orders in the event of a business disruption,
- receiving large volumes of faxes that currently require manual intervention to route and file,
- replying with an automatic confirmation that a fax has been received,
- remote administration and routing of faxes,
- creating a paperless inbound fax routing and storage solution.

Features

- Large capacity on-demand inbound fax processing
- E-mail distribution and notification of received faxes
- Automatic receipt confirmation to sender
- Secure web based administration and control
- Centralized administration of all accounts
- Manage fax routing from any web enabled PC
- Can operate in conjunction with Virtual Contact Centre
- As a hosted application, faxes continue to be received during business disruptions

Hosted Model Benefits vs Owned

Category	Owned	Hosted
Capital Expenditure	Yes	Never
Equipment Maintenance	Yes	Never
Equipment Depreciation	Yes	Never
Communication Bandwidth	Dedicated	Usage only
Premise Independent	No	Yes
Free Upgrades	No	Yes
Continuous Feature Development	No	Yes
Virtually Unlimited Capacity	No	Yes
Business Continuity	No	Yes
Full Management & Control	No	Yes